



Presented by

Cyber Fraud Mitigation Centre, I4C

USER MANUAL : MONEY RESTORATION MODULE AS PER SOP FOR NCRP-CFCRMS

STAKEHOLDER

ACTION

MRM- ACTION
WORKFLOW

STEP 1

Bank

STEP 2

Victim

STEP 3

IO

STEP 4

BANK

A/c Status

Status Date

Total Balance

Attribution Possible

Attribution Not
Possible- Pro-Rata
distribution

Attribution Not
Possible

Restoration is not possible
(Already refunded)

Restoration not
possible (Balance Not
Available)

Apply for refund
on MRM

Examine < 50K

106 Notice

Indemnity Bond

Examine > 50K

Notice u/s
106

Indemnity Bond

FIR

Court Oder

Notice u/s 107

Action

Comply the Directions of IO

VICTIM LOGIN

Victim have to visit Money Restoration Module and click on “How to Apply” to see the process



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भारतीय साइबर अपराध समन्वय केंद्र
Indian Cybercrime Coordination Centre

NCRP-Money Restoration Portal



Indian
Cybercrime
Coordination
Centre

Login

How to Apply

Raise Refund Request

User Manual

FAQ

Contacts

How to Apply for Money Restoration

Follow the step-by-step process to submit your refund request securely.

- Visit the official portal**
Go to the official **Money Restoration Website: mrm-ncrp.mha.gov.in**. (In case after logging in, no details are visible, kindly come back on the Date mentioned in your Login.)
- Raise Refund Request**
Click on “**Raise Refund Request**” tab, enter the 14 digit Complaint Acknowledgement ID received at the time of complaint registration and verify the OTP.
- Verify the Refund application**
The victim will be shown the refund account details under the tab “**Refund Account Details**”, where the refunded amount will be credited. The victim must enter the correct IFSC / IFSCs of the respective bank branch/branches where the refunded amount will be credited. In case the victim has a court order, the same may be uploaded using the option “**Select Court Order**”.
- Submit and validate**
The victim must enter the captcha and submit the request by clicking on submit button.
- Receive the Request ID**
A request ID of 14 digits (**MR*******) will be generated and sent to your mobile and email. Kindly note the same for future reference.

Please ensure that all details provided are accurate. Incorrect information may delay or reject the restoration process.

VICTIM RAISES REFUND REQUEST

Step 1: Victim have to click on **“Raise Refund Request”** and enter the Acknowledgment Number on NCRP-CFCFRMS Complaint then Victim will receive an **OTP** on Registered Mobile Number, that needs to be entered for successful for login.

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NCRP-Money Restoration Portal

Indian Cybercrime Coordination Centre

How to Apply Raise Refund Request User Manual FAQ Contacts

Public Advisory status. For assistance, contact your concerned Police Station.

OTP Complaint Refund

Step 1: Raise Refund Request

Enter the 14-digit Complaint Acknowledgement ID and verify using OTP.

Registered Acknowledgement number*

Raise Refund Request

Step 2: Complaint Summary

Step 3: Restoration Refund Details & Submit

Enter the **Acknowledgement ID** of NCRP-CFCFRMS(Cyber crime Portal) and **verify using OTP**.
NOTE: In case there doesn't exist any hold in the complaint, the victim will not be able to login.

VICTIM RAISES REFUND REQUEST

Step 2: Victim will be able to see Complaint Summary – “Complaint Details & Debit Details”

Step 2: Complaint Summary

Complaint Details

S.No.	Acknowledgement No.	Complainant details	Reported amount (₹)	Provisional Restorable amount (₹)	Reported Date & Time	State/ District/ PS
1	20812250091188	Nitesh Kumar Dabas 8700921637 khanjhawla 110081	₹139,650	₹8,984.13	08-12-2025 04:07:01 PM	DELHI ROHINI CYBER POLICE STATION ROHINI

Debit Details

S.No.	Bank Name	Account No.	Reported Amount (₹)	Transaction Id/UTR No.	Transaction Date & Time	Complaint Date & Time
	Commerce and United Bank of India)					
2	State Bank of India	43296869507	₹7,000	533827652689	04-12-2025 12:46:00 PM	08-12-2025 04:07:01 PM
3	State Bank of India	43296869507	₹50,000	533840736020	04-12-2025 04:45:00 PM	08-12-2025 04:07:01 PM
4	State Bank of India	43296869507	₹27,800	533832018539	04-12-2025 02:01:00 PM	08-12-2025 04:07:01 PM

VICTIM RAISES REFUND REQUEST

Step 3: Victim will be able to see - “Restoration Refund Details & Submit” to check

Step 3: Restoration Refund Details & Submit

Restoration Details

Disclaimer: 'Put on Hold' does not guarantee restoration. The amount shown is provisional and subject to change. The actual amount restored may differ from the amount put on hold. Restoration could be done through the police or a court order. However, if you have a court Order, please upload it here.

S.No.	Bank Name	Account No.	Provisional Restorable Amount (₹)	Action Date & Time	☐	Court Order
1	HDFC Bank	50200020903853	₹2,122.09	10-12-2025 12:00:00 AM	☐	No file
2	ICICI Bank	657405500786	₹4,301.04	09-12-2025 09:37:04 AM	☐	No file
3	Punjab National Bank (including Oriental Bank of Commerce and United Bank of India)	2547000100196454	₹1,010	17-12-2025 03:47:36 PM	☐	No file

Upload Court Order

Upload

The victim can also upload a court order, If available.

Bank Name

Account No.

Restorable Amount

VICTIM RAISE REFUND REQUEST

Step 3: Victim will be also given option to enter “Refund Account Details”-

Refund Account details ⓘ

Please verify the bank account details (Bank Name, Account Number & Enter the correct IFSC Code) in which the money will be restored. Please click on checkbox if you confirm the details.

S.No.	Bank Name	Account No.	IFSC Code	Branch Name
1	Bank * Kotak Mahindra Bank ▾	Account Number* 1246452882	IFSC Code* -	-

Upload PAN Card * ⓘ
Select Document

Remarks*
Enter Remarks here ... (max 500 characters)
0/500

970ZQJ
Captcha*

☐ I hereby solemnly affirm that the information furnished above is true and correct. I also confirm that the refund bank account details are accurate and same is mentioned in the Court Order

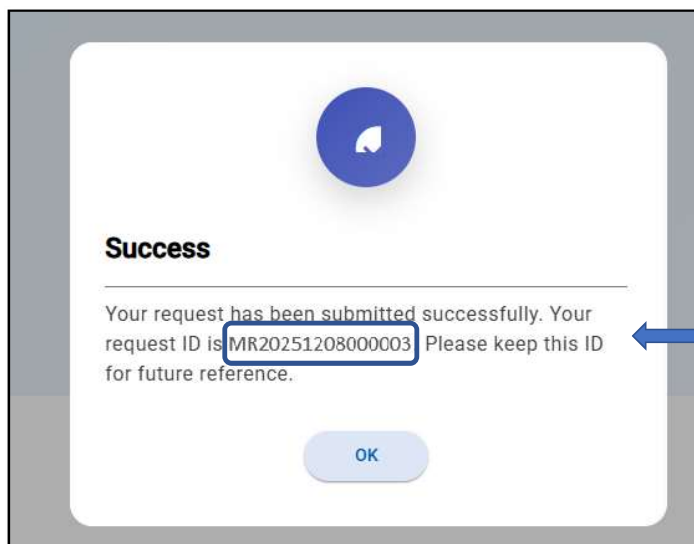
Raise Request For Refund

Submit the Request

Victim has to fill either the existing account number from where the money has been debited or a new Account Number & IFSC code, wherein the money has to be restored.

Select the checkbox for declaration

VICTIM RAISE REQUEST PAGE - 3



Unique Request ID
Eg: **MR20251208000003**
will be generated